



AGED & HEALTH CARE SERVICES

*Est: 1956*



# Annual Report 2022-23

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# Our Vision

Fairview, Your Life, Your Choice,  
Our Commitment

# Our Mission

Working with you to enhance your health,  
wellbeing and lifestyle

# Our Values

Fairview Village Limited has developed a set of values that will guide the behaviour of all members, residents, employees and stakeholders associated with the Village.

<b>Inclusive</b>	Actively seek input from all members and stakeholders, respect for diversity.
<b>Innovative</b>	Challenge existing 'norms' to ensure the Village evolves in the right direction, welcome and encourage new ideas.
<b>Accountable</b>	Deliver on promises; to be transparent in all actions and take ownership. Engage with our communities. Provide multiple effective communication streams.
<b>Integrity</b>	Build relationships based on loyalty, trust and honesty, display strong ethics in all situations.
<b>Cooperative</b>	Be considerate and supportive in all transactions, apply a team-orientated approach to all decision making, apply mutual benefits test.

# Message from the Chair

This past year, 2022-23 has indeed been a year to remember for everyone associated with the Fairview Village community.

Two years ago we commenced a new chapter in our journey together. A new chapter to reconnect with each other, to reconnect with the Warragul and Gippsland community and to reconnect with the reason this Village, this community, was established in the first place by the Warragul community – to provide accommodation options for older members of the community.

We realised that gradually and over many years we had become too inwardly focussed, too focussed on one part of our business and had lost touch with both the local community and most importantly with you as members.

I am very proud to see the leaps forward we have made under the leadership of our great CEO, Dianne Wallace, and a revitalised Board of Directors all but one of whom live in Victoria and the majority of whom are local to Warragul. I am the odd person out...

Given the challenges of the immense and justified reform agenda for the aged care sector, the impact of the pandemic and its aftermath and our own situation I note above, it is a testament to the entire Village community's passion, commitment and wherewithal that Fairview Village is in a strong position at the close of 2022-23.

We still have a way to go – we deliberately set the bar high. However, I recommend taking time to reflect on where we have come over the past two years – it is a very fulfilling experience. Based on the recent past, I have every confidence that the future of Fairview Village – the whole village – is as strong as it has been for many decades. I look forward to it.

Peter Mewett, Chair

## Our Board



**Peter Mewett**  
Chair  
Board of Directors



**Kaye Rollinson**  
Deputy Chair  
Chair, Fairview Foundation



**Margaret Alexander**  
Chair, Clinical  
Governance



**Michael Hodge**  
Chair, Finance  
and Risk



**Sally Jones**  
Chair, Fairview  
Voice



**Craig Stuchbery**  
Board Member



**Dianne Wallace**  
Chief Executive  
Officer

Fairview is not-for-profit organisation situated among the rolling green hills of Warragul, approximately 100km east of Melbourne.

Fairview was established in 1956 and provides a range of services to senior members of the community including:

- 68 Residential Aged Care Beds
- 82 Independent Living Units
- 16 Apartments
- 61 Home care packages



**2022-23**

# FAIRVIEW AT A GLANCE



Fairview employs 8 registered nurses, 7 enrolled nurses, 49 personal care workers and 10 lifestyle staff, dedicated to providing the best of care to our residents and Fairview community.



# CEO Report

I prepared this report on the second anniversary of my arrival as Interim CEO of Fairview Village. I remember the warm welcome I received from everyone. As your CEO, listening and learning about what matters to you is my priority. It continues to inform our work.

In my first CEO's Report, I explained my role as MD and CEO is, with my team, to enable all residents to live their best lives. A key aspect of my work has been working with the resident executives re the matters that are important to you. It is a pleasure to see the Village be one village, so that no matter what roof you sleep under, as a resident of Fairview Village you are supported to be part of village life as you chose.

There has been much change in 2023. The Executive Team changes this year reflect the key areas of business being Finance and Operations, managed by Luke Moody; Community Care, managed by Wendy Walker; and Residential Aged Care managed by Dipti Patel. The residential aged care leadership team of Dipti Patel, Manju Bala, Jai Singh, and Kristy Wilmott brings new experience, and significant knowledge of our residents and clinical care.

These changes are taking place while the government continues to implement its reforms from the Royal Commission into Aged Care. The Aged Care Reforms include funding changes for aged care homes, increased governance requirements for clinical care, and increased reporting on quarterly basis with respect to funds and quality of care. The government has recognised the need to support organisations to change. This year the additional funding grant is assisting us to move from a paper-based way of doing our business to utilisation of management systems via new software for clinical care, rostering, payroll and HR, and finance.

Fairview has a committed team of staff and partners including Cater Care, Physiocorp, Pharmacy, Dietician and Podiatrist. I acknowledge their commitment and their capacity to continue to provide quality care for all residents. I acknowledge the support and understanding of families and friends of residents.

The maintenance of our home and its future are an ongoing priority. A dilapidation report of the aged care home was commissioned, leading to a consultancy with Bridge Consulting to work with management and board to plan and agree on future investment in the village. This is exciting work as we plan, consider new models of care, and needs of current and future residents.

Sarah Grigg, senior registered nurse joined Wendy Walker and the home care team this year. The number of hours of care being provided to home care consumers has grown and doubled in 2023. Feedback from local medical practitioners is that Fairview Village's home care is the preferred provider in Warragul. While services being provided through home care packages to residents in the village, any resident may phone the nurse on call during the working week and ask for help or advice. The team are listening to village residents and the activities and events arranged through Tracey Rabl enable and bring connection and strong sense of community in village life.

Volunteers continue to visit, support, and work in the home and in our gardens and yards. Thank you for your continued service and support.

Since my very first visit to Fairview as a new board member, I saw the old units by the Village Centre being used for storage. Since meeting Gary Blackwood and Wayne Farnham in May 2022, these units have been refurbished and will be accommodation for older women in Warragul who find themselves homeless. Through a partnership with Quantum and WAYSS, the women will be supported to find new direction for their lives while living in our Village. On October 13<sup>th</sup> this year, a thank you breakfast was held for the fifty tradespeople who gave of their time, skill, and products. The sense of community was palpable during that event. I am constantly amazed at the generosity of Warragul, its people, and its small businesses. The in-kind contributions are valued at \$300,000. We welcome the first women this week. Thank you to Wayne and those tradespeople for their commitment to seeing this idea become a reality.



As the year closes, I am mindful that the units and apartments, and the aged care home are at full occupancy. Recently, while speaking with at a local community group on retirement living, I was told that Fairview Village is the retirement village of choice for Warragul people. This recognition is a matter of pride. I am mindful that we are on the cusp of change with opportunities that the sale of land present Fairview. I am looking forward to seeing what 2024 brings to Fairview Village.

Thank you all for your care and support this year to me personally. Thank you to the great team of people I work with every day. There is much for us to do in 2024. I finish my CEO's report as I did last year. I will continue to ask you what is important to you. I will listen. I will continue to act on it.

Dianne Wallace

Managing Director and CEO



## Finance and Risk Committee Report

Chair, Michael Hodge

I am pleased to report to Members and our Village community and assure all, that as Chairman of Finance & Risk we have all the proper governance practices and structures in place, as well as having the right people with the right skill sets to lead us in this very important and challenging area.

I welcome Craig Stuchbery to the Finance and Risk team and look forward to his valuable contribution going forward and I acknowledge all the contributions from the Committee including our Chairman Peter Mewett and the management team.

As you will see in the Finance Report the Village is in a sound place financially. The recent sale of the land which we will report on in greater detail, provides a valuable foundation stone upon which we can look forward to further developing and enhancing our facilities and services. I look forward to being a part of the exciting opportunities that lie ahead.



## Governance Committee Report

Chair, Margaret  
Alexander

The Clinical Governance Committee meets monthly to review and monitor clinical risk and legislation.

The last year has seen many changes within the aged care industry which present many new challenges.

Fairview has implemented a new resident management system which makes our mandatory reporting of the quality indicators to the Department of health much more streamlined. This system also ensures that the quality indicators are reviewed regularly by the Clinical Governance Committee and any issues with resident care is managed in a timely manner.

There has also been a change in the senior staff with a new care manager and clinical care coordinator commencing in the past few months. With new personnel comes some change but I know that this Change will only be positive.

As you would be aware Fairview received a 3 day unannounced visit from the quality agency last week. The feedback from the agency was very positive however we are still waiting for their formal report which we should receive in the next few weeks.

I would like to take this opportunity to thank the members of the Clinical Governance Committee for their continued commitment to ensure that our residents receive good quality care and that any concerns are addressed immediately.



This year saw the reestablishment of a Foundation Sub-Committee. The Board sees this as an important vehicle for promoting community engagement. We are still in the early stages of developing our fund-raising activities you should see more activities next year.

Bendigo Bank donated \$20,000 to the Foundation and this was subsequently allocated to the Quantum Homeless Women's project.

Fairview residents, family and staff can participate in the Turnbull Mitsubishi referral program. Each time a referral is made and a car is purchased the Foundation receives \$250.00.

It is pleasing to see support of the Foundation within our Fairview community. We are looking forward to the Christmas decoration sale.

Next year we will launch our Partnering Opportunities and also announce how you or you family can donate to the Foundation.

This year has been about setting the operation of the Foundation. This has been essential to ensure transparency of decision making and allocation of funds.

I would like to thank my fellow Committee Members: Lorraine Winter, Dianne Wallace, Margaret Alexander, Jo de Jong, Tracey Rabl, Luke Moody and Peta Martin. Your contribution has been amazing.

This group meets bi-monthly, and the residents represent the aged care home, apartments and independent living units. Meeting in the sunroom the residents have been able to meet staff members who outlined their job roles.

The team share updates on what is happening at Fairview at each meeting and this is appreciated by residents.

Pastor Monica Tuffen shared her insights on the importance of her position at Fairview -it was very moving and hopefully she will work more hours in her role.

CEO Dianne shares a report and details issues that relate to aged care – often they are complex and this is an opportunity for residents to discuss. Updates from staff, the board and Dianne make for an informative meeting and good outcomes.

The attendees provide positive feedback and also draw attention to issues that staff can improve.

Residents who have been resided at Fairview for many years can share stories with staff and newer residents and this has been very special for all. It has been a pleasure to get to know each other and we look forward to working together next year.



## Fairview Foundation Committee Report

Chair, Kaye Rollinson



## Fairview Voice Committee Report

Chair, Sally Jones



# Village Living

2023 has been a flourishing and busy year with 12 new residents making Fairview their new home with many new residents having friends already in the village.

The waitlist for units in the Village continues to grow and enquiries stream in regularly. Tours are conducted regularly, and prospective residents are amazed by the spaciousness of the units, the features internally, and the lovely gardens and grounds Fairview offers.

The continuum of care continues to be an important factor for residents moving to the aged care facility with several loved ones moving into the home and their partner remaining in the village. This allows for loved ones to remain together and to provide support to each other and reassurance for families.

The introduction of the Wellness Coordinator has had a huge impact within the Village in 2023 with activities taking place regularly, providing social interaction with one another and friendships being made. Small group and large group activities occur regularly. Some activities are also being initiated by residents of the village in conjunction with the Wellness Coordinator such as the exercise group, village luncheons, garden group and nibble & natter. The monthly bus trips are popular with bookings being made in advance. Pick up and drop off in the golf buggy and the Warragul bus service that stops within Fairview are important modes of transport for those that are not currently driving.

Enquiries for the Retirement Village, Respite and Permanent Care are steady and regular contact with local hospitals, social workers, discharge coordinators and allied health groups remain strong to assist residents and families with ongoing support, guidance and care.

A new ILR Handbook has been developed and published with residents in the village receiving copies and will be available for all new residents.

I would like to thank all residents of the Village for your friendship and ongoing support throughout the year. I have met so many wonderful new people and feel privileged to know you all.

Kristy Willmott

Community Relations Officer



# Home and Community Care

The Home and Community Care Department has seen numerous changes and significant growth during the 2022-23 period. Our team consists of nurses, care staff and our Fairview wellness coordinator, with the plan to continue growth in the coming year. The Home and Community Care Department provides services to our consumers within the Village and the wider community.

The service delivery demand has doubled over the course of the last 12 months. As at the end of June 2023, 336 hours of service were provided to 61 Home Care Package recipients, 238 hours to 87 CHSP clients and 33.25 hours of Transport/ Domestic Assistance with our Helping Hands/Fee for service option. This is an amazing effort from our small team. Hence the need to recruit further staff as we continue to grow.

PAC (Post Acute Care) referrals from the West Gippsland Hospital have varied over the year. With additional staff, this is another huge area of future service delivery growth as these clients are our future Home Care Package recipients.

Meals delivered to residents within the Village is consistently around 110-120 per month, equating to over 1,300 meals delivered this reportable year. Thank you to the volunteers who assist with this service, it is very much appreciated.

My thanks to all the Staff within the Community Care Department for their dedication and teamwork. Also thank you to our CEO, Dianne Wallace, the Board members, Management team and to the Fairview staff for the support and guidance through a very busy but enjoyable and successful year.

To the residents/clients who are our reason to come to work every day, thank you, and I look forward to sharing the coming year with you and all that it may offer.

Wendy Walker

General Manager, Community Care



# 2022-23 Financial Report

The audited, consolidated profit for the financial year ending 30 June 2023 is \$305,754 compared to \$874,306 in the previous financial year. During this time the Balance Sheet position improved from a net asset position of \$16,736,868 in 2022 to \$16,961,333 in 2023 whilst improving the liquidity position with Cash and Cash Equivalents on hand of \$6,593,135, representing a liquidity ratio of 19%. The cash position is especially worth mentioning as it demonstrates robust financial stability and is a significant improvement on holdings of \$3,916,260 at the conclusion of the previous financial year. It is from this position that the finance committee and board have formed the opinion that the organisation has been solvent throughout the financial year and was able to pay its debts as and when those debts became due and payable.

The financial year was not without its challenges from a financial perspective. The Residential Aged Care Home recorded a loss of \$2,004,372 which represents an operating loss of \$1,330,372 once impairment of bed licences of \$674,000 is factored in. The impairment of bed licences is in accordance with AASB 136 Impairment of Assets and is consistent with reforms in Aged Care that will see bed licences no longer exist after 1 July 2024. As such the bed licences will continue to be written off over the next financial year and have zero value thereafter. The 2023 result is reflective of a transition from ACFI to AN-ACC funding model which provided a funding deficit relative to the previous funding model, two separate incidences of COVID lockdown within the home and settlement of former managements entitlements.

By way of comparison, independent living returned a profit of \$2,029,634 in 2023, courtesy of a (conservative) \$1,640,000 increase in the fair value of units, which provides for an operating profit of \$389,634. This also compares favourably to the prior year operating loss of \$39,016. Community Care (Homecare) returned an operating profit of \$390,846 throughout the same period, which is also an improvement on the prior year profit of \$322,812. It is management's strong belief that Homecare is expected to provide the biggest opportunity for growth for Fairview due to the shift within the aged care sector which is focused on older Australians ageing in place. This belief is supported by strong growth for Fairview in this sector in FY23/24.

The FY23/24 started with a mandated 15% increase in wages for nurses, care staff, lifestyle staff and homecare workers on 1 July. It has been very heartening to see that the government have kept their commitment to fund this increase, which is evident through positive financial results in FY23/24 year to date. It has also been heartening to see that Fairview has seen very strong occupancy in both the aged care home and village in FY23/24. It has been great to re-establish the connection with the broader community and the board and management look forward to being Warragul's aged care and independent living provider of choice in the years to come.

Luke Moody

Chief Operating and Finance Officer

**AUDITED FINANCE REPORT TO ADDED HERE**



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“The love and care is so special”

“This is home”

SHIRLEY BOLLARD

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“The home is exceptional; I feel proud to be here. The loving care and the loving support exhibited makes me strive to be a better person and I am forever grateful to live in this environment”

IAN WENZEL

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